

# USER'S RIGHTS : WHAT ARE THEY ?

- The right to be informed of existing services and the way to obtain them.
- The right to receive, with continuity and in a personalized and safe manner, services that are scientifically, humanly and socially appropriate.
- The right to choose the professional or institution you wish to receive services from.
- The right to receive emergency care.
- The right to be informed of your state of health, and of various options open to you and their consequences, before giving your consent to care.
- The right to be informed as soon as possible of any accident that occurs during the provision of services.
- The right to be treated, at all times, with courtesy, fairness and understanding, and with respect for your dignity, autonomy, needs and safety.
- The right to accept or refuse care, on your own or through your representative, in an educated manner.
- The right to have access to your record, which is confidential.
- The right to participate in the decisions that concern you.
- The right to be accompanied or assisted by the person of your choice in obtaining information about services.
- The right to file a complaint without the risk of reprisal, to be informed of the complaint examination procedure and, if required, to be accompanied or assisted in the procedure.
- The right to be represented in regard to all your recognized rights if you are temporarily or permanently unable to give your consent.
- The right to receive services in English.

You are dissatisfied about the care and services? Contact us:  
Centre d'assistance et d'accompagnement aux plaintes  
(CAAP) Montérégie

450 347-0670 or 1 800 263-0670  
caap@caapmonteregie.ca

**CAAP**  
Montérégie

**ARC**  
ASSISTANCE AND  
REFERRAL CENTRE  
HEALTH & SOCIAL  
SERVICES